GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2180
ANSWERED ON:10.03.2016
Complaint Book of Airlines
Singh Shri Uday Pratap

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has taken note of non-availability of complaint books of certain airlines including Air India at various airports in the country including Delhi and Mumbai airports, if so, the details thereof;

(b) whether one has to lodge complaint with GMR Group (which is running these airports) in place of the Government;

(c) if so, the details thereof;

(d) whether the Government has made/ proposes to make it mandatory for all the airlines including Air India to make complaint books available at all the airports in the country; and

(e) if so, the details thereof and the steps taken in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) to (e): As per prevailing regulations, aggrieved passengers are required to lodge his/her complaint with the concerned airline or airport operator for redressal. For this purpose airline operators & airport operators are required to display the details of their Nodal Officer and Appellate Authority in a conspicuous manner at key areas of the airport
indicating their names, contact number and email address. In case of non-redressal of the complaint, the complainant has the option to take up the matter with DGCA at sugam.dgca@nic.in or with any other statutory body set up under relevant applicable laws for resolution.